

California Department of Justice  
DIVISION OF CALIFORNIA  
JUSTICE INFORMATION SERVICES  
Nick L. Dedier, Director/CIO



# INFORMATION BULLETIN

*Subject:*

On-line Testing for Less Than Full Access  
and Full Access Operator Proficiency  
Examinations

*No.*

05-21-FOPS

*Date:*

09-26-05

*Contact for information:*

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## TO: California Law Enforcement and Criminal Justice Agencies

The California Law Enforcement Telecommunications System (CLETS) Policies, Practices & Procedures section 1.8.3 requires CLETS users to: 1) train, functionally test, and affirm the proficiency of all Full Access and Less Than Full Access terminal operators by completing, within six months of employment, the CLETS/National Crime Information Center (NCIC) Telecommunications Workbook; and 2) provide functional retesting and reaffirm the proficiency of all Full Access and Less Than Full Access terminal operators by completing, on a biennial basis, a proficiency exam to ensure compliance with CLETS/NCIC policies and regulations.

This bulletin is to inform CLETS agencies that DOJ has automated the biennial re-certification process for CLETS terminal operators. Previously, CLETS agencies requested hard copies of the proficiency exams from the Field Operations Program or obtained a copy by downloading the exam from the CLEW website to reproduce as necessary. The addition of on-line testing is an easier method for CLETS agencies to meet the biennial training requirements. This method makes the exams more accessible, allows the CLETS terminal operator to take the exam at anytime, and simplifies the biennial testing process for field trainers, agency terminal coordinators or supervisors. At this time, only proficiency exams are available for on-line testing.

**To utilize the automated on-line exam, the operator must use the Adobe Acrobat Reader or full Adobe Acrobat software via Netscape Navigator 7.0 or Internet Explorer version 6.0 or higher.** The website address is: <http://fieldops.doj.ca.gov/fieldops.asp>. The user name and the password is case sensitive and the same for all users. The user name is "fieldops" and the password is "DOj1066!" (Capital D, Zero, lower j, 1066 exclamation point). The user must first fill out his or her name, classification, exam reviewer's name and e-mail address before proceeding to the exam. The operator's reviewer can be either a field trainer or supervisor. After the exam has been completed, it will be automatically scored and forwarded via e-mail to the user's exam reviewer. The reviewer will be sent the name of the operator, the score received and a copy of the entire exam. This allows the reviewer to assess the operator's deficiencies and, if necessary, set up additional training. The exam can be taken as many times as needed. The operator must receive a score of 70% or better for a passing grade and the score must be maintained in a master training log by the agency.

If you have any questions, please contact Field Operations at (916) 227-3755.

Sincerely,

DOUG SMITH, Deputy Director  
Division of California Justice Information Services

For BILL LOCKYER  
Attorney General